

Welcome to the Medicaid and BadgerCare HMO Program

By now you have chosen your Medicaid or BadgerCare HMO and primary doctor. We hope you are happy with the care you are receiving.

But what if you have problems or questions about the quality of care you and your family are getting? Who do you talk to? What can be done? When can you get help? How do you get help?

The Ombuds will answer your questions and look into your complaints about access to good medical care. Call or write them today.

Contact Medicaid and BadgerCare Ombuds



Call

Monday through Friday
8 a.m. to 4:30 p.m.
1-800-760-0001 (TTY and
translation services available)



Write

Medicaid and BadgerCare
HMO Ombudsmen
P.O. Box 6470
Madison, WI 53716-0470

Wisconsin Department of Health and Family Services
Division of Health Care Financing
Bureau of Managed Health Care Programs
PHC 12002 (08/01)

Wisconsin
Medicaid and BadgerCare

HMO Ombuds

Working together...
for a healthier you



Medicaid and BadgerCare
HMO Program

Ombuds

Who are the Ombudsmen?

If you have questions or concerns about your Wisconsin Medicaid or BadgerCare HMO, the Ombudsmen (pronounced “Ombudz-men”) or Ombuds may be able to help you.

What do the Ombuds do?

- Research and resolve enrollee grievances about the care or services provided by Medicaid and BadgerCare HMOs.
- Help Medicaid and BadgerCare HMO enrollees with grievances, whether informal (telephone calls) or formal (written).
- Help Medicaid and BadgerCare HMO enrollees understand their rights and responsibilities.
- Represent enrollee rights with Medicaid and BadgerCare HMOs.
- Are a fair and impartial go-between.

When would you contact the Ombuds?

As a Medicaid or BadgerCare HMO enrollee, you may call the Ombuds anytime during your HMO enrollment.

Why would you call the Ombuds?

- Your Medicaid or BadgerCare HMO is billing you for services during the time of enrollment.
- You are unsure of your rights as an enrollee.
- You are unable to get a Medicaid-covered service from your HMO.
- Your HMO has denied, reduced, or stopped Medicaid-covered services.
- You feel you were treated unfairly or disrespectfully.

Medicaid and BadgerCare HMO enrollees have the right to:

- Voice complaints.
- Be treated with respect and dignity.
- Be treated fairly and impartially.
- Interpreter services during a hearing with the state or the HMO.

How do you file a grievance?

- Call us at 1-800-760-0001, and ask to speak with an Ombud.
- Write a letter to the Ombuds explaining your problem and send it to:

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Remember: Your health care benefits will not be affected because you file a grievance. All information will be kept confidential.